

COMSCINST 5370.4 w/CH-1	COG CODE N00I	DATE 11 SEP 1990
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DEPARTMENT OF THE NAVY
 COMMANDER MILITARY SEALIFT COMMAND
 WASHINGTON NAVY YARD BLDG 210
 901 M STREET SE
 WASHINGTON DC 20398-5540

COMSCINST 5370.4
 N00I
 11 September 1990

COMSC INSTRUCTION 5370.4

Subj: DOD/NAVY/MSC HOTLINE PROGRAM

Ref: (a) SECNAVINST 5370.5A
 (b) SECNAVINST 5430.92A

Encl: (1) Listing of DOD Hotlines
 (2) Investigation Standards
 (3) DOD/Navy Hotline Completion Report (sample format)
 (4) DOD/Navy Hotline Progress Report (sample format)

1. Purpose. To implement the provisions of references (a) and (b) and provide information on the Hotline Program.
2. Background. The Hotline Program was established by DOD in 1979 to provide a confidential means of reporting allegations of fraud, waste and mismanagement of resources. At the time, the primary focus of the Hotline was in the areas of supply, procurement and contracting. In 1984, DON established a 24-hour Hotline to better serve forces ashore and afloat. In 1987, COMSC established an internal Hotline to provide command personnel an additional avenue for review and redress.
3. Policy
 - a. It is command policy to manage assigned resources effectively and take aggressive action to correct deficiencies detected through day-to-day business, inspections or audits.
 - b. The Inspector General serves as the eyes and ears of the Commander on all integrity, efficiency and inspection matters and will be the "honest broker" for the staff on all requests for assistance with non-criminal matters.
 - c. The Hotline provides a means for reporting, confidentially and without threat of reprisal, allegations of impropriety. Full use of the Hotline Program is supported and encouraged. Enclosure (1) provides a list of active Hotlines.

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d. Prompt, responsive and impartial action will be taken to examine all requests for assistance and review in depth all substantive allegations in accordance with applicable laws, regulations and directives. Appropriate corrective action, commensurate with the findings, will be taken. Findings will be reported via the chain of command.

e. The chain of command shall be the primary avenue for review in all cases. Potential users of the Hotline are reminded that they should first pursue established avenues for review/redress where such procedures exist. Examples include the EEO process, grievance procedures, the civilian personnel system, UCMJ, etc. If other avenues of review are being pursued, a Hotline review will not be initiated until the results of the ongoing process are known. At that time, the Inspector General will review the case to ensure that due process was rendered. The Hotline Program is intended to supplement established procedures; however, the Hotline may be used at any time an employee feels that existing avenues of review will not result in fair and impartial action.

4. Action

a. COMSC (N00I) will:

(1) Serve as the primary point of contact with the Naval Inspector General (NAVINSGEN) and other DOD/DON activities on all Hotline Program issues.

(2) Immediately refer allegations of criminal action to the Naval Investigative Service (NIS) for review.

(3) Refer cases to Area Commanders for review as appropriate.

(4) Provide widest dissemination of Hotline Program initiatives via the chain of command.

(5) Operate the MSC Hotline and provide assistance to command personnel as requested.

(6) Acknowledge receipt of all requests for assistance when the complainant's identity is known.

(7) Periodically brief the Commander on all open Hotline cases.

b. Area Commanders will:

(1) Assign the Inspector General responsibility for the Hotline Program.

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(2) Conduct investigations as directed, adhering to the regulations in reference (a) and enclosures (2) through (4).

(3) Review requests for assistance received directly from subordinate activities via the chain of command.

(4) Refer cases received from higher authority to COMSC for review and coordination.

(5) Provide COMSC (N00I) with a report of inquiries received via the chain of command (excluding taskings from COMSC) on 15 June and 15 December annually. Cases referred by COMSC to the Area Commanders for action will be tracked by COMSC.

(6) Provide timely response to taskings. When assigned deadlines cannot be met, one verbal request for an extension will be granted. Follow-on requests for extensions must be made in writing, include the reason for the delay and the estimated time of completion. Written requests must be received at least one week prior to the assigned deadline.

5. Report. The reporting requirement prescribed by this instruction is exempt from reports control by SECNAVINST 5214.2B.

Distribution:

COMSCINST 5000.19

List I (Case A, B)

SNDL 41B (MSC Area Commanders)

Copy to:

NAVINSGEN

LIST OF DOD HOTLINES

DOD Hotline

Call Toll Free: 800-424-9098
(202) 693-5080

Write: DOD HOTLINE
THE PENTAGON
WASHINGTON DC 20301-1900

Navy Hotline

Call Toll Free: 800-522-3451
(202) 433-6842/6743
288-6842/6743

Write: THE NAVAL INSPECTOR GENERAL
ATTN NAVY HOTLINE
WASHINGTON NAVY YARD BLDG 200
WASHINGTON DC 20374-2001

Boss/Price Fighters (Buy Our Spares Smart)

Call: (804) 445-1662
DSN: 565-1662

Navy Espionage Hotline

Call Toll Free: 800-543-NAVY (6289)
(202) 433-9191

MSC Hotline

Write: COMMANDER MILITARY SEALIFT COMMAND
ATTN CODE N00I
WASHINGTON NAVY YARD BLDG 210
901 M STREET SE
WASHINGTON DC 20398-5540

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INVESTIGATION STANDARDS

1. All substantive allegations referred through the Hotline Program shall normally be examined within the traditional chain of command structure. Commanders and Commanding Officers must ensure that standards of independence, completeness, timeliness and accountability are met during the course of the investigation. Investigation reports that do not meet these standards will be promptly returned for revision and/or reinvestigation.

a. Independence. Independence is the key standard by which an inquiry will maintain its objectivity. In all matters relating to an investigation, the individual or organization performing the inquiry must be free, in fact and in appearance, from all impairments to independence. The standard places responsibility for maintaining independence upon the chain of command so that judgments used in obtaining evidence, conducting interviews or making recommendations will in fact be impartial, as well as viewed as impartial, by knowledgeable third parties.

b. Completeness. Completion reports must thoroughly address all relevant aspects of the investigation. Progress and completion reports must clearly and concisely reflect the results of the investigator's efforts. Facts must be clear, straightforward, logically organized and accurate. Reports should record or reference interviews and background material. Reports must not raise unanswered questions or leave matters open to interpretation. Systemic weaknesses or management problems should be reported.

c. Timeliness. Investigations must be conducted and completion reports forwarded to COMSC in a timely manner. Deadlines are imposed by higher authority and in all cases a concerted effort shall be made to meet them. When a deadline cannot be met, timely requests for extensions must be made. Extensions will be considered on a case basis.

d. Accountability. It is the duty of each Commander/Commanding Officer to hold their subordinates accountable for their actions and to correct systemic weaknesses. Appropriate remedial action will be taken against individuals found to have committed unlawful acts or acts that have the appearance of impropriety.

Enclosure (2)

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DEFENSE/NAVY HOTLINE COMPLETION REPORT
AS OF ()

1. Name of Official(s) Conducting the Audit, Inspection or Investigation:

2. Rank and/or Grade of Official(s):

3. Duty Position and Contact Telephone Number of Official(s):

4. Organization of Official(s):

5. Hotline Control Number:

6. Scope of Examination, Conclusions and Recommendations:

a. Identify the allegations, applicable organization and location, person or persons against whom the allegation was made, dollar significance of actual or estimated loss or waste of resources.

b. Indicate the scope, nature and manner of the investigation conducted (documents reviewed, witnesses interviewed, evidence whether inquiries or interviews were conducted by telephone or in person. The identity of the interviewee need not be reflected in the report; however, this information shall be documented in the official field file of the examining agency. If individuals cited in the allegation are interviewed, the fact shall be reflected in the report. The specific identity and location of pertinent documents reviewed during the course of the investigation shall be recorded and reflected in those complaints of spare parts excessive price increases.

c. Report findings and conclusions of the investigating official. This paragraph may include program reviews made, comments as to the adequacy of existing policy or regulation, system weaknesses noted and similar comments.

7. Criminal or Regulatory Violation(s) Substantiated:

Enclosure (3)

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DEFENSE/NAVY HOTLINE PROGRESS REPORT
AS OF ()

1. Applicable DOD Component: Department of the Navy
2. Hotline Control Number:
3. Date Referral Initially Received:
4. Status
 - a. Name of organization conducting investigation.
 - b. Type of investigation being conducted.
 - c. Results of investigation to date (summary).
 - d. Reason for delay in completing investigation.
5. Expected Date of Completion:
6. Action Agency Point of Contact (POC)
 - a. Name of POC:
 - b. Duty telephone number: